**Job Description**

**Position:** IT Service Desk Officer

**Faculty/Service:** Information, Systems & Technology

**Reference:**

**Grade**: Grade 4

**Status**: Permanent

**Hours**: Full Time

**Reporting to**: IT Operations Manager

**Location:** To work at all University sites as part of a rota

**Main Function of the Post:**

To provide a high quality customer focused first line IT support service to all users:

1. Providing first contact support to users who call or visit the IT service Desks, staffing phones as part of a duty rota and working on face-to-face service desks
2. Resolve, log, prioritise and escalate tickets in line with the IT Service Desk operating standards.
3. Assist users across University campuses by providing an IT triage, installation and resolution service
4. Provide regular equipment and IT resource checks at the different locations to ensure hardware and software are available to staff and students
5. Assist with University events that require IT and AV support

### Responsibilities

* Operate at different Service Desk locations around the University as part of a rota
* Provide hardware or software support for PCs and laptops across the University, identifying and resolving issues, recording and escalating an issue that can’t easily be fixed.
* Work with colleagues to ensure that the Service Desk call line is covered and available, including by co-ordinating holidays, lunchtime cover with other staff etc.,
* Install and hardware and software for customers, including imaging laptops and installing PCs and peripheral on desktop PCs
* Facilitate the booking /allocation of equipment to students and staff when necessary
* Ensure that the working conditions in the help desks and computer areas are maintained as safe and in compliance with any health and safety requirements
* Advise staff and students on any health and safety rules and regulations relating to their routine use of ICT and associated equipment and ensure their compliance.
* Maintain up- to-date knowledge and understanding of the common IT issues effecting users and be able to provide solutions
* To work within the University’s policy guidelines and operating standards for IT systems and support.
* To be flexible in their role and to be prepared to change responsibilities in accordance with changing operational requirements, and undertake other duties / activities assigned by their line manager
* Move IT equipment between sites when necessary

This is a frontline service role and the working times for this role will be determined by the operating times of the IT Service Desk. There is a requirement in this role for some evening and occasional weekend working as part of a rota and for working at all sites.

**Note**:

This is a description of the position requirements as it is presently constituted. It is the University’s practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the position holder.

Please note that as an evolving role a requirement to travel and attend events with internal and partner organisations external to the University in support of University business requirements may be required.

**Person Specification**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Position:** | IT Service Desk Officer | | | | **Reference:** | | | |  | |
| **Faculty/Service** | Information Systems & Technology | | | | Priority | |  | | | |
| **Criteria** | | | | | **(1/2)** | | **Method of Assessment** | | | |
| **1 Qualifications** | | | | |  | |  | | | |
| 1 a) GCSE grade C or equivalent in English | | | | | 1 | | Application form | | | |
| 1 b) GCSE grade C or equivalent in Maths | | | | | 1 | | Application form | | | |
| 1 C) Degree (or equivalent) in an IT related discipline or be able to demonstrate work experience of operating at this level | | | | | 1 | | Application form | | | |
| 1 d) Valid UK driving Licence | | | | | 2 | | Application From | | | |
| **2 Skills / Knowledge** | | | | |  | |  | | | |
| 2 a) Thorough understanding of end user IT in a corporate organisation (hardware, software, networks, file systems, databases) | | | | | 1 | | Application form / Interview | | | |
| 2 b) Good knowledge of the University’s IT environment and capable of solving users IT problems around | | | | | 1 | | Application form / Interview | | | |
| i) MS Windows 10, 11 | | | | | 1 | | Application form / Interview / Assessment | | | |
| ii) Mac OS, Android and mobile technologies | | | | | 2 | | Application form / Interview / Assessment | | | |
| iii) IT account and systems access including permissions, MFA, Office 365, Teams, SharePoint etc | | | | | 1 | | Application form / Interview | | | |
| iv) Audio Visual Equipment, fixed and portable including microphones and PA | | | | |  | | Application form / Interview | | | |
| 2 c) Demonstrates an excellent understanding of customer care issues in an IT support environment | | | | | 1 | | Application form / Interview | | | |
| 2 d) Excellent IT technical and problem solving skills and ability to diagnose and resolve problems remotely | | | | | 1 | | Application form / Interview / Assessment | | | |
| 2 e) Good telephone and written communication – able to giving clear instructions and request information using different communication channels – email, chat, telephone | | | | | 1 | | Interview / Assessment | | | |
| 2 f) Awareness of Health and Safety issues associated with computer use in educational or similar environment | | | | | 2 | | Application form / Interview | | | |
| **3 Experience** | | | | |  | |  | | | |
| 3 a) One years experience of working in a user support or PC support role | | | | | 2 | | Application form | | | |
| 3 b) Six months experience of working in a customer facing or call centre role | | | | | 2 | | Application form | | | |
| **Position:** | | | IT Service Desk Officer | **Reference:** | | | |  | |
| **Faculty/Service** | | Information Systems & Technology | | Priority | |  | | | |
| **Criteria** | | | | **(1/2)** | | **Method of Assessment** | | | |
| **4 Personal Qualities** | | | |  | |  | | | |
| 4 f) Demonstrates a highly professional and positive attitude towards work and to providing high quality customer service | | | | 1 | | Interview | | | |
| 4 b) Highly organised, systematic and pays attention to detail | | | | 1 | | Interview | | | |
| 4 c) Flexibility in working practices to accommodate the needs of the service | | | | 1 | | Application form / Interview | | | |
| 4 d) Awareness of the requirements associated with operating within a customer service environment | | | | 1 | | Interview | | | |
| 4 e) Able to work with others and contribute to creating effective teams in order to achieve shared goals | | | | 1 | | Interview | | | |
| 4 f) Able to set goals and routinely prioritise own work | | | | 1 | | Interview | | | |
| 4 g) Able to respond positively to new situations and changes, adapting work methods and approaches accordingly | | | | 1 | | Interview | | | |
| 4 h) Commitment to continuous improvement and creative ways of working | | | | 1 | | Interview | | | |
| **5 Other** | | | |  | |  | | | |
| 5 a) Able to work and willing at any University sites | | | | 1 | | Application form / Interview | | | |
| 5 b) Willingness to drive to remote sites including Bradford | | | | 2 | | Application form / Interview | | | |
| 5 c) Able to develop, maintain and apply skills in relevant new technologies and as changing legislation / working environment require | | | | 1 | | Application / Interview | | | |
| 5 d) Awareness of the principles of Health and Safety, Data Protection Act, Freedom of Information Act, UKVI, Prevent and the Bribery Act | | | | 1 | | Application form / Interview | | | |
| 5 e) Commitment to the University’s policy on equal opportunities and diversity | | | | 1 | | Interview | | | |